

**IRRV PERFORMANCE AWARDS**  
**2022**

**EXCELLENCE IN COUNTER FRAUD**

**Summary**

The Awards Panel will be looking for organisations to demonstrate they have excelled in the area of counter fraud. There will need to be evidence of high performance that has secured a measurable impact on fraud prevention and / or detection.

**Criteria for this Category**

1.	Overview
	<ul style="list-style-type: none"><li>• What is the strategy / approach to counter fraud? (maximum 250 words)</li><li>• Explain how the service area is managed and contributes to the corporate agenda of the organisation. (maximum 250 words)</li></ul>
2.	Content / Detail
	<ul style="list-style-type: none"><li>• Set out what the service area currently does (Note: include past achievement, present performance and future plans). (maximum 250 words)</li><li>• Show how the service area is using new technology to improve the service it provides (Note: include details of how this has contributed towards improved performance, enhanced customer satisfaction levels and reduced costs). (maximum 250 words)</li><li>• Outline the training programmes in this service area (Note: include details of how these are reviewed and monitored). (maximum 250 words)</li><li>• Demonstrate how the service area works in partnership with external parties (Note: include work with local authorities / private sector, the third and voluntary sector and the results from any bench marking exercises). (maximum 250 words)</li></ul>
3.	Contribution / Outcomes
	<ul style="list-style-type: none"><li>• How does the service area contribute towards the performance of the overall service? (maximum 250 words)</li><li>• What does the service area actually deliver? (maximum 250 words)</li></ul>
4.	Supporting Evidence
	<ul style="list-style-type: none"><li>• Provide evidence of any customer satisfaction undertaken in this service area (Note: include details of how this was carried out, evaluated and acted upon). (maximum 250 words)</li></ul>
5.	Why you should be the Winner
	Provide a short summary on what sets you apart from other potential entrants (Note: include any innovative administrative or service delivery initiatives undertaken by the service area and explain the benefits that have risen from their implementation). (maximum 250 words)